

## Frequently Asked Questions

### Oracle PartnerNetwork Competency Center

#### What is being announced?

In August, Oracle PartnerNetwork (OPN) is globally releasing the OPN Competency Center, a new training resource. August 2007 is “partner preview month,” and in September 2007, the OPN Competency Center will replace the current Education page on OPN.

#### Where can I access the OPN Competency Center?

<http://competencycenter.oracle.com>

Or, from the OPN portal > Education page.

#### What is the OPN Competency Center?

The OPN Competency Center is an easy to use, intelligent training resource that will help partners more rapidly and effectively plan training schedules, get staff quickly enabled on Oracle products, and demonstrate ability to drive customer satisfaction and ROI.

Users can access training resources, track their progress and get custom-built guided learning.

#### What type of training can I find on the OPN Competency Center?

Partners in OPN can access thousands of hours of online training, discounted Oracle University Instructor-led training information and registration, and guided training in all product areas and functional job roles. The OPN Competency Center enables partners to more rapidly take advantage of these offerings, accurately identify training needs, and complete the specific courses they need, when they need them.

#### Will the OPN Competency Center replace the current OPN Education offering?

August 2007 is “partner preview month” for the OPN Competency Center. In September 2007, OPN Competency Center will replace the current Education page on OPN.

#### How much does the OPN Competency Center cost?

The OPN Competency Center is free of charge to Oracle PartnerNetwork members.

#### What is the difference between the current OPN Education page and the OPN Competency Center?

The OPN Competency Center provides access to all of the content that is available from the OPN Education page, but provides a new layer of dynamic functionality. When a partner searches for content, takes a test, or views current Guided Learning Paths, the content is generated based on the partner's custom query or settings.

#### What makes the OPN Competency Center “Intelligent?”

The OPN Competency Center is able to produce a course curriculum based on a partner's pre-test. Each course is associated with a question. That means the user need only study areas where he needs improvement, saving valuable time.

*Example:* A partner takes a pre-assessment test and answers certain questions incorrectly. The OPN Competency Center will suggest that the partner take the courses associated with those questions he needs to study further.

#### How can I track my progress?

The OPN Competency Center is linked to your iLearning profile, and displays your OPN certificates, Guided Learning Paths, and test scores on the home page when you login on OPN.

#### What does the "Your Score" and the "Overall OPN Competency Center User Average" mean?

“Your Score” is the average score you have achieved on all of the Oracle iLearning final assessment tests you have ever completed (excluding pre-assessments). The “Overall OPN Competency Center User Average” is the same measurement for all of the Oracle PartnerNetwork community. You can see the detail of these scores by clicking on "Your Training History" when you are in iLearning.

## Frequently Asked Questions

### **Can I take an assessment without doing a pre-test or a course?**

Yes, there are no course requirements to take a Champion Certificate assessment. You can go directly to “Become a Champion” to find all of the available assessments.

### **What language will the OPN Competency Center use?**

The OPN Competency Center is initially available in English (with translation to come in a later release) with links to local language Education content. We are making user training and tools available in local languages.

### **Where can I find local events and content for my country?**

On the homepage of the OPN Competency Center there is a link to local training events and resources. You may also find local training events on the consolidated Global Events and Training Calendar on the “Search for Training” and “Featured Training” pages on OPN.

### **If I take training from the Education page or from the OPN Competency Center, will it count in both places?**

Yes, any iLearning course, test, or classroom registration is collected and delivered by the same iLearning system. During the August 2007 preview month, you can try out the OPN Competency Center and experience the new functionality, or continue to access Education resources as you have been previously.

### **How do I enroll in an online course?**

To study an online course, select the course title link from the Guided Learning Path, or search result. Then press the ENROLL button to enroll in the course. Once you are enrolled, press the PLAY button to complete the course.

### **How do I complete the assessment?**

To take the assessment, select the ASSESSMENT link. Then press the ENROLL button to enroll in the assessment. Once you are enrolled, press the PLAY button to complete the assessment.

### **Having trouble accessing an online course?**

Visit the [Oracle University Knowledge Center support](#) pages.

### **Do the OPN Champion certificates have an expiration date?**

There are no expiration dates as long as the product version is current. For membership renewal, the partners should always pass the test available online for the newest products release. This is stated clearly on the [staffing competency table](#) (PDF) by listing the acceptable release levels.

### **What can I do if I fail a test?**

You can take the same test after 24 hours, as many times as you wish in order to pass the test.

### **I want to take a test but it's not available.**

The Oracle Alliances & Channels Partner Education and Enablement team is working to create tests. If you want to enquire about the availability of a specific test, please contact [opn-edu\\_ww@oracle.com](mailto:opn-edu_ww@oracle.com).

### **What are my Education benefits as member in Oracle PartnerNetwork?**

[Click here](#) to learn about your Education benefits as an Oracle PartnerNetwork member.

### **Who do I contact with questions?**

Please contact [opn-edu\\_ww@oracle.com](mailto:opn-edu_ww@oracle.com).

### **Where can I give feedback about the OPN Competency Center?**

Send an email to [opn-edu\\_ww@oracle.com](mailto:opn-edu_ww@oracle.com).